

ABSTRACT OF THE DISCLOSURE

An error status of a printer is acquired, and based on the acquired status, transmission of a response, a content of a response, a response medium, a response addressee and a response timing are determined. When electronic mail is used as a response medium, text representing the response content that is suitable for electronic mail is prepared, and an opening sentence and a closing sentence are added before and after the text, thereby providing response information. A mail header and footer are added to the prepared response information, and the resultant information is transmitted to a host computer using electronic mail. Whether a problem has been resolved as the result of a response, or whether a response is confirmed by an addressee is determined. When a problem has not yet been resolved, or when a response has not been confirmed, a response is retransmitted using another method.

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